



## Readmissions In-Person Conference

New Jersey Hospital  
Association, 9/13/17

The Case for Family  
Engagement:

How One Family's  
Tragedies are  
Transformed to Tools



**Presented by Karen Curtiss**

**President, PartnerHealth  
Founder, CampaignZERO  
Author, Safe & Sound in the Hospital**

**Welcome!**

For All of Us –  
This Work is Personal

Why Partner with  
Families?

How to Partner with  
Families to Prevent  
Readmissions

Take the Bossy Pants  
Challenge





+ Goal?

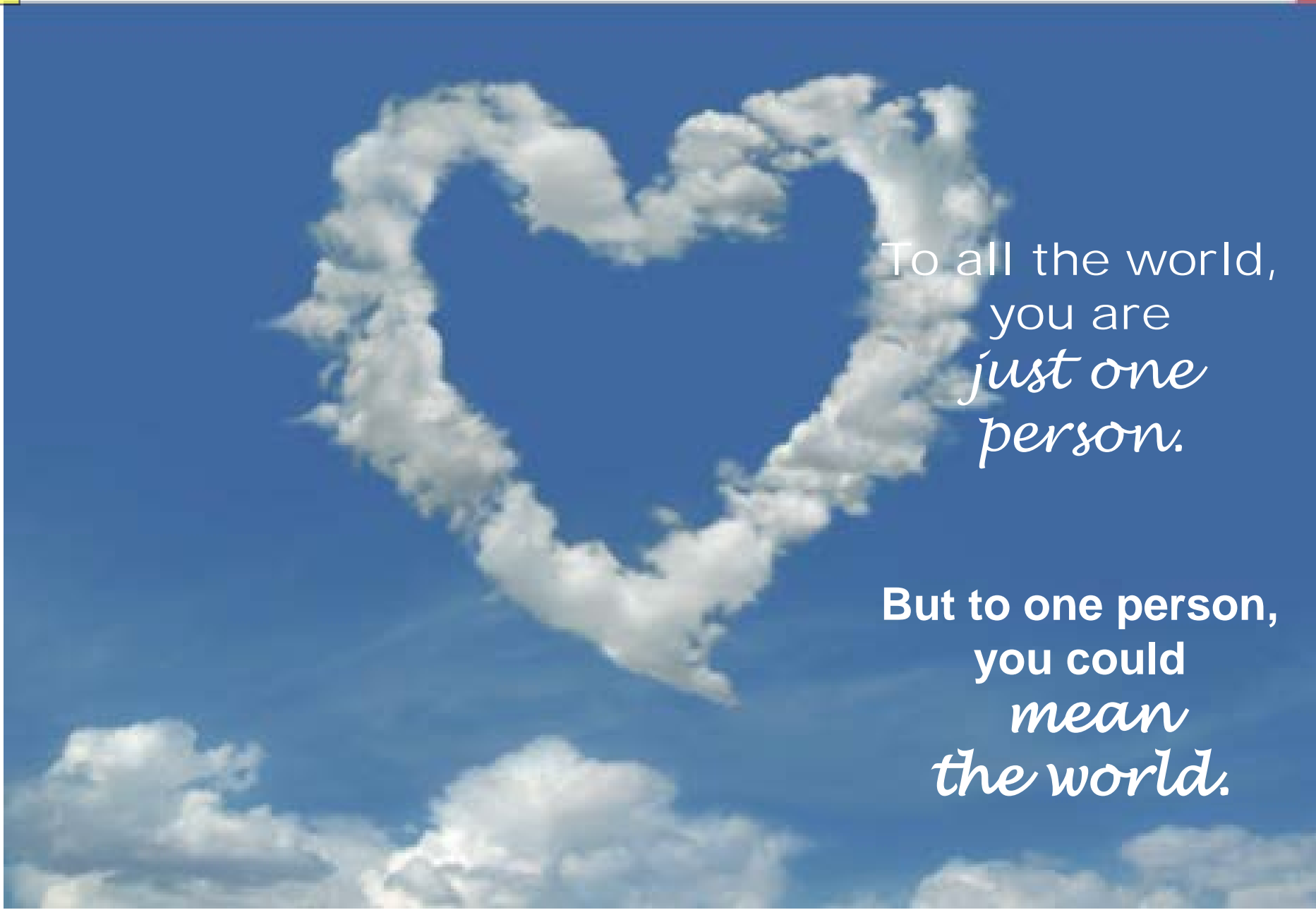


**Empowered**

And

*Jazzed!*

“Bring someone with you.”



To all the world,  
you are  
*just one  
person.*

**But to one person,  
you could  
*mean  
the world.***



Who are  
*Your*  
Nearest  
and  
Dearest?

# I Was a Care Partner for My Dad



Bill Aydt, married to Margaret, 51 years  
6 children, 9 grandchildren

## Devastating Diagnosis

Successful lung transplant at Super Star!

## IPF cured!

*Fall*

*VAP*

*MRSA*

*C diff*

*DVT*

*PE*

*MRSA... again*

*C diff... again*

*Stage 4 Bed Sore*

Family bedside 7 months

On the job learning – too little, too late



# I Was my Father's Care Partner... And I Failed.





# + Next, I was a Care Partner for my husband, Sandy



## “Routine” Bowel Resection

Sepsis

Emergency Surgery

VRE

## Discharged with...

... an IV,  
... colostomy and  
... drains

**No supplies**  
**No confidence**  
**High anxiety and...**





# + It's Complicated





# + Patients Forget 80% of What You Tell Them



\* Numerous studies in the U.S and U.K.

- + 3 out of 4 patients, age 64+, leave the hospital with an incorrect prescription or no understanding of their medication regimen.

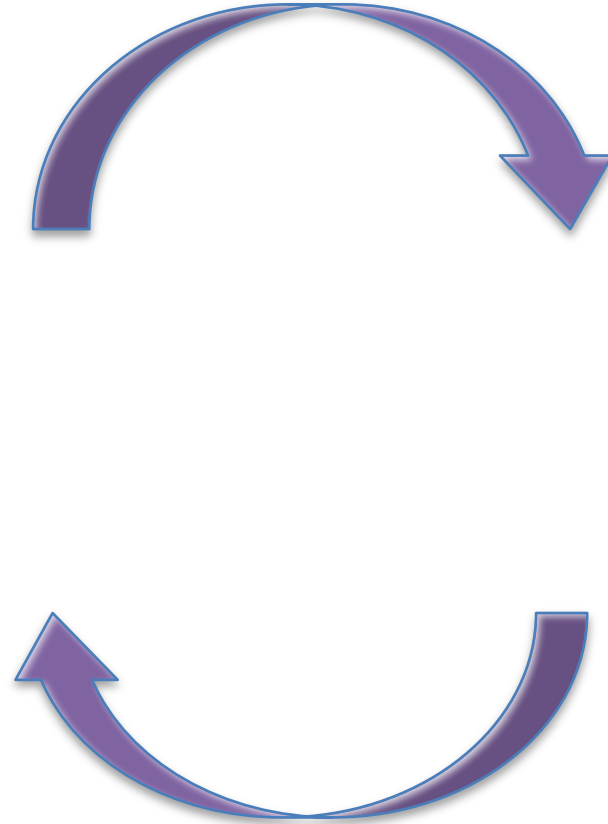


Yale New Haven study by Dr. Leora Horwitz of patients aged 64+ with heart failure, acute coronary syndrome or pneumonia, December 2012.

Stressed



# + Too Many Round Trips!





*“We have trained, hired and rewarded people to be cowboys, but it is pit crews that we need – pit crews for patients.”*



- Atul Gawande MD





# + Informed and Activated Care Partners

## Your Pit Crew to Prevent Readmissions



No one is more patient-centered.

No one knows your patient better.



**FAMILY ENGAGEMENT for PATIENT SAFETY**  
**Endorse Inform Connect Activate**



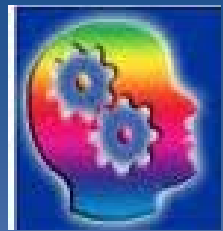
# + The Safe & Sound Rubric:

## Your “Cliff Notes” for Training



### Learning Style

### How to Activate



**Written**

Share Plain Facts  
(6<sup>th</sup> Grade/Below Level)



**Aural/Speaking/Conv  
ersation/**

Friendly, empathetic  
expressions, tone,  
“down to earth”



**Tactile/Doing**



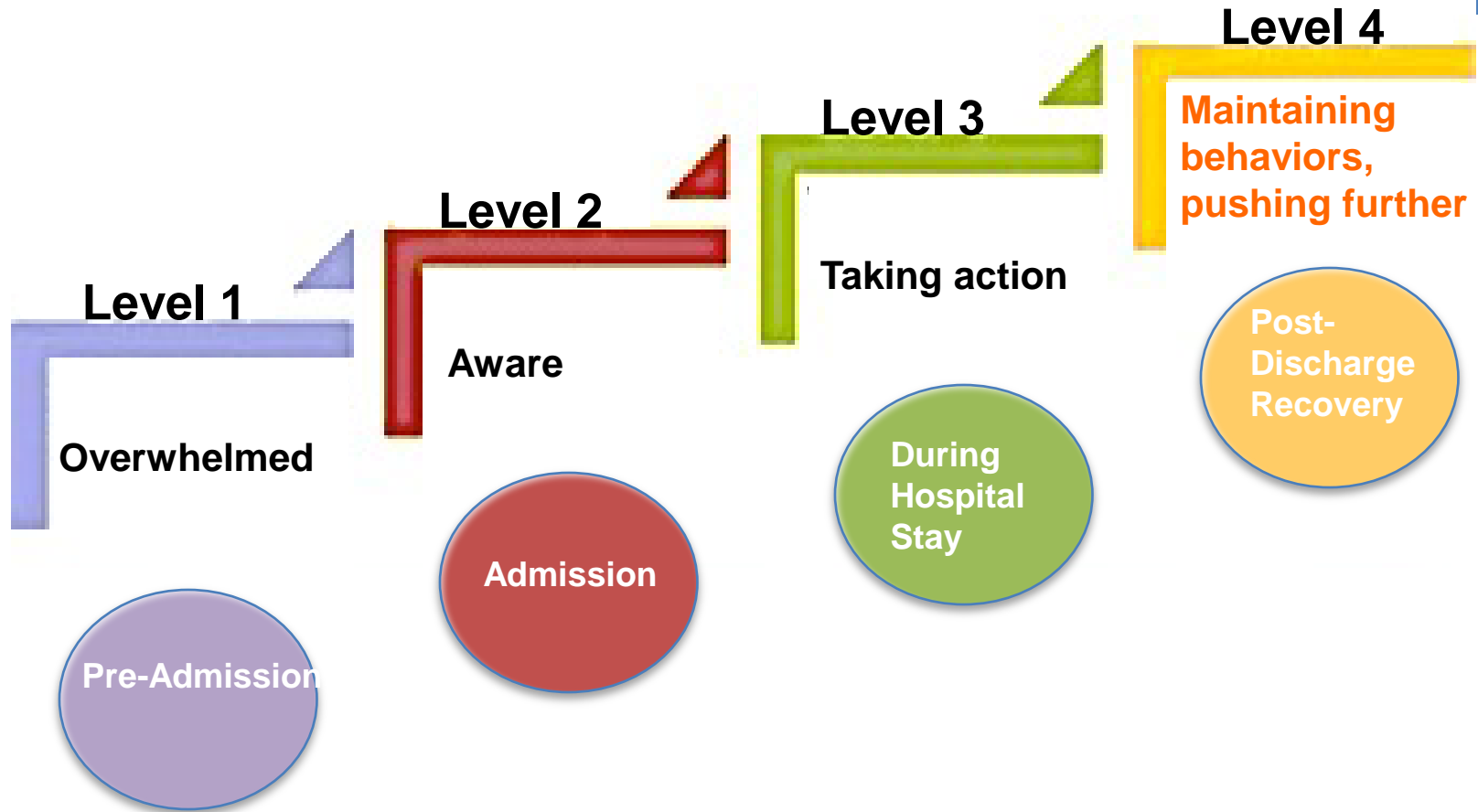
Provide simple to-do's  
and tools



In Baby Steps



# Activation Progression: AKA Your Pit Crew Training Modules









# Family Engagement to Prevent Readmissions

**Endorse**

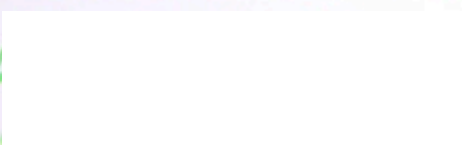
Inform

Connect

Activate

  
  
  
  
Title: Welcome to ~~our~~ <sup>your</sup> system!

Together, we attend to structures,  
relationships, symbols, & politics to  
meet the needs of all.

 journey is <sup>you</sup> ~~our~~ system in  
the way that works best for you.

Artist: Table Co (July 18 08:00 - July 18 13:00)

“ You must learn a  
new way to *think* before  
you can master a new  
way to *be*. ”

— MARIANNE WILLIAMSON





## Endorsement



1. **Provide planning checklists** for patients and families who have **scheduled admissions**
2. Conduct **shift change huddles and bedside reporting**
3. Have a **dedicated person** or functional area for attending to **patient and family engagement**
4. Have an active **PFAC** (Patient and Family Advisory Council)
5. Have at least one **patient/family member** sit on your hospital's **Board of Trustees** with full voting rights and privileges
6. Provide **information and tools to patients and families to prevent HACs and readmissions.** (from HEN 2.0)



# Family Engagement to Prevent Readmissions

Endorse

**Inform**

Connect

Activate





# Translation Please!



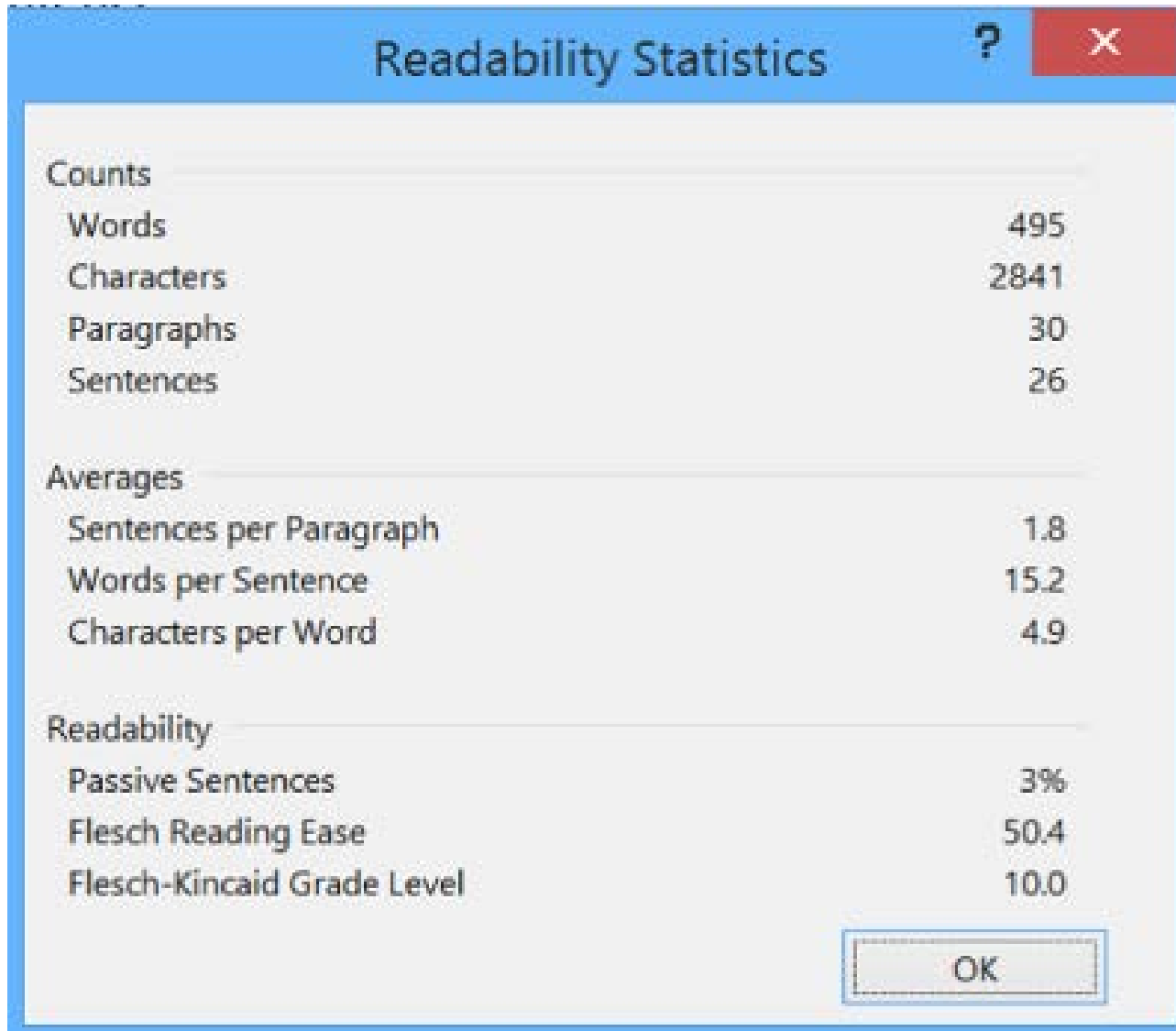
## What You Say...

- Decubitus Ulcer
- Heart Failure
- MRSA
- Isolation precautions
- Jaundice
- Up fluids
- PCP

## What Everyone Else Says/Thinks

- Bed Sore
- OMG, about to die!!
- Infection, bad germs
- ???
- Yellow
- Drink more water
- Main doctor (or.... a street drug?)

# Get Addicted to Flesch-Kincaid!



The image shows a screenshot of a software dialog box titled "Readability Statistics". The dialog box has a blue title bar with a question mark icon and a red close button with an 'X' icon. The main content area is white and contains three sections of readability data, each separated by a horizontal line. The first section is "Counts", the second is "Averages", and the third is "Readability". Each section contains a list of metrics and their corresponding values. At the bottom right of the dialog box, there is an "OK" button.

Counts	
Words	495
Characters	2841
Paragraphs	30
Sentences	26

Averages	
Sentences per Paragraph	1.8
Words per Sentence	15.2
Characters per Word	4.9

Readability	
Passive Sentences	3%
Flesch Reading Ease	50.4
Flesch-Kincaid Grade Level	10.0

OK

# Care Partner Checklist

## Their Plan of Care for Home



### Plan For Daily Living Needs

Is my loved one able to....?	Who Will Help?
Use the telephone <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Shower, bathe, brush teeth without help <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Dress, undress <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Use bathroom alone <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Sleep alone <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Balance on a scale <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Eat without help, plan meals, shop for groceries, prepare meals <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Drive, call a cab or use public transportation <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Do laundry, housekeeping <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	
Handle finances, pay bills <input type="checkbox"/> Yes <input type="checkbox"/> No .....>	



	<input type="checkbox"/> No .....>
	<input type="checkbox"/> Yes <input type="checkbox"/> No .....>
	<input type="checkbox"/> Yes <input type="checkbox"/> No .....>
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	<input type="checkbox"/> Yes <input type="checkbox"/> No .....>
	<input type="checkbox"/> No <input type="checkbox"/> Yes .....>
	<input type="checkbox"/> Yes <input type="checkbox"/> No .....>
	<input type="checkbox"/> Yes <input type="checkbox"/> No .....>



Lisa Meers

- Husband, Robert, healthy
- Collapsed while playing golf – no warning
- Quintuple bypass surgery scheduled
- Arranged time off, set up bedroom
- In quiet surgical waiting room, looked over checklists: realized how frail Robert was -- **PANIC!**
- Called insurance: Nurse approved!
- Felt more comfortable asking questions
- Went back to work once Robert discharged
- **No mishaps in recovery: knew what he needed and had nurse on the job!**



**Plan For Medical Care**

Is my loved one able to...? Who Will Help?

Make doctor appointments and get to them by driving, using public transportation, or a cab	Yes	No .....
Fill prescriptions, buy other needed supplies	Yes	No .....
Follow up for test results	Yes	No .....

**Plan For Daily Living Needs**

Is my loved one able to...? Who Will Help?

Use the telephone	Yes	No .....
Shower, bathe, brush teeth without help	Yes	No .....
Dress, undress	Yes	No .....
Use bathroom alone	Yes	No .....
Sleep alone	Yes	No .....
Balance on a scale alone	Yes	No .....
Eat without help, plan meals, shop for groceries, prepare meals	Yes	No .....
Drive, call a cab, or use public transportation	Yes	No .....
Do laundry, housekeeping	Yes	No .....
Handle finances, pay bills	Yes	No .....

Check out [www.LetsHelping@lets.com](http://www.LetsHelping@lets.com) to help you organize meals and help.

[www.LetsHelping@lets.com](http://www.LetsHelping@lets.com)

[www.SafeAndSound.com](http://www.SafeAndSound.com)

Plan for Good Care After Leaving the Hospital



## Family Engagement to Prevent Readmissions

Endorse

Inform

**Connect**

Activate





## Quick Tips

### Instill Connection with Graphics

Use simple, modern fonts: e.g.,  
Calibri, Helvetica Neue, Arial

Avoid Times New Roman

Use clean colors

Avoid **red** and **black**

Avoid **boldface** and underline

Avoid 10-pt/lower font size

Avoid ALL CAPS

**Give “air” to text**

**Avoid single space**

**Chunk text with benefit-headlines**

- Use bullets when you can

**Left justify text, avoid centering**

**Use icons, illustrations**

**Illustrate with videos!**

# Same Information – 2 Ways to Deliver

## FAQs

(frequently asked questions)

about  
“Catheter-Associated  
Bloodstream Infections”  
(also known as “Central Line-Associated Bloodstream Infections”)

PLEASE



Wash Hands!

About  
Bloodstream  
Infections:

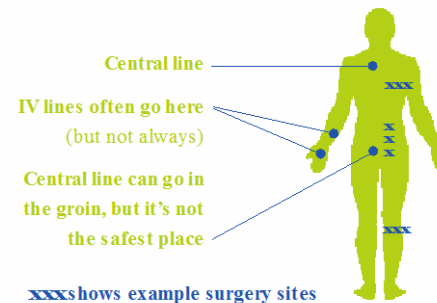
*Germs can invade the body through cuts or breaks in the skin, resulting in serious infection that's carried through the body in the bloodstream.*

Risk Factors:

*Use of a tube and bag system called an “IV” or a “central line” to deliver fluids because the skin has to be broken for these lines to be inserted.*

Use this Checklist to  
Help Prevent Bloodstream Infection

- ✓ When a central line is inserted, ask: “Are you using a central line bundle?”
- ✓ Watch to make sure that nurses and doctors **always:**
  - ▮ Wash their hands thoroughly before touching your loved one
  - ▮ Use sterile instruments and supplies
  - ▮ Sterilize the skin
  - ▮ Choose the safest spot
  - ▮ Ask, “Why?” if groin is chosen
  - ▮ Use a clean sheet to drape your loved one's body
  - ▮ Wear a mask
  - ▮ Cover the area with a sterile pad
- ✓ Make sure any openings in the skin are kept covered at all times.





# Family Engagement to Prevent Readmissions

Endorse

Inform

Connect

**Activate**

Family and Friends, Welcome to (Hospital),

You know your loved one best and we welcome you as part of our care team!

**Please tell us** if you or your loved one ever have worries — or something doesn't seem "quite right." Your thoughts and concerns are important.

**Please take notes for your loved one's peace of mind.** Pick up your free notepad at (insert location). It has special details to track during a hospital stay.

**Plan for your loved one's care and support after leaving the hospital** with the handy checklists we have for you at (location).

**Help wash your loved one's hands frequently** to prevent infection — especially before meals. *(Keep your own clean, too!)*

Questions? **Please speak up.**

We want you to feel comfortable, too.

*Thank you from everyone on Unit x.  
Together, we make a great team!*

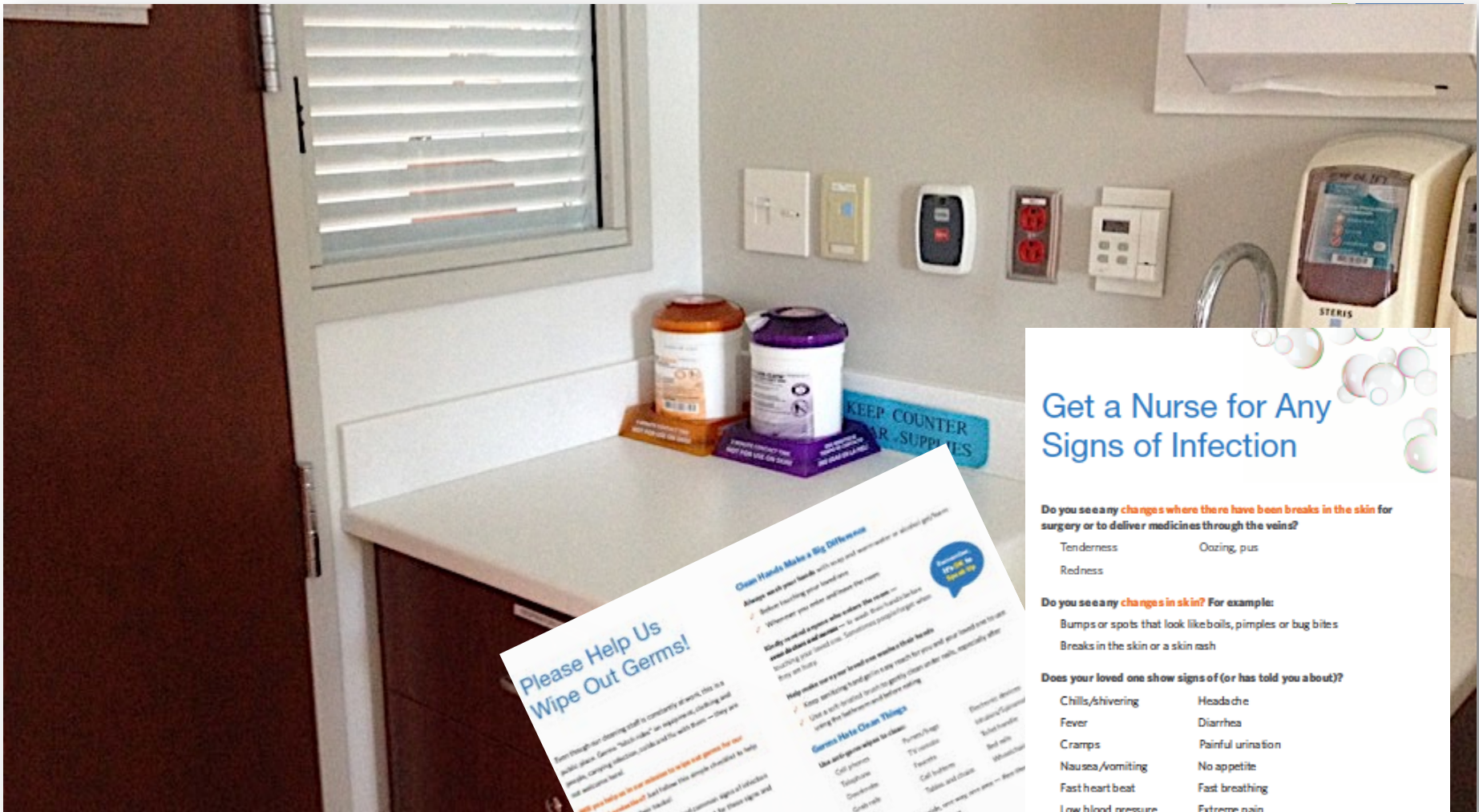
**To the world, you are just one person.**

**But to one person,**

*You could mean the world.*

## Start with an Invitation to Partner with You

- To-do's for safety and preventing readmission (6<sup>th</sup> grade reading level)
- Reasons why (motivation)
- Grace notes for connection (art, heart, tone)
- Before admission, at admission, during stay: ideally all!
  - Letter, email, posters



# Provide On-the-Job Learning & Skills to Take Home

## Get a Nurse for Any Signs of Infection

**Do you see any **changes where there have been breaks in the skin** for surgery or to deliver medicines through the veins?**

- Tenderness
- Oozing, pus
- Redness

**Do you see any **changes in skin**?** For example:

- Bumps or spots that look like boils, pimples or bug bites
- Breaks in the skin or a skin rash

**Does your loved one show signs of (or has told you about)?**

Chills/shivering	Headache
Fever	Diarrhea
Cramps	Painful urination
Nausea/vomiting	No appetite
Fast heart beat	Fast breathing
Low blood pressure	Extreme pain

*Thank you for partnering with us to keep a good watch on your loved one. Together, we make a great team.*

### Please Help Us Wipe Out Germs!

Even though our cleaning staff is constantly at work, this is a public place. Germs "stick" to our equipment, clothing and people, causing infection, colds and the flu. So, they are everywhere!

**Will you help us to our mission to wipe out germs for our patients' protection?** Just follow the simple checklist to help us stop germs in their tracks!

As a safety measure, we've listed common signs of infection on the back of card. Please be on the alert for these signs and get a nurse if you see any symptoms.

Thank you for partnering with us to protect our patients' health and ours! Your help means the world!

*Thank you!*

### Clean Hands Make a Big Difference

Always wash your hands with soap and water when in shared public spaces.

- Before touching your face/eyes
- Whenever you enter and leave the room
- After coughing or sneezing
- After touching surfaces in public places
- After touching surfaces in your home

Wash your hands for at least 20 seconds. Sing the "Happy Birthday" song twice while you wash.

Hand sanitizer is a great way to keep your hands clean when soap and water aren't available. Use it often, especially after you've touched surfaces in public places.

### Germs Hate Clean Things

Use anti-germ wipes to clean:

- Cell phones
- Telephones
- Overnight
- Car keys
- ATMs
- ATM cards
- TV remotes
- Fluores
- Cell phones
- Tables and chairs
- Electronic devices
- Electronic equipment
- Tables and chairs
- Red wine
- White wine



## Encourage Recording – Especially at Discharge



# “Press Record”

From the Oliver Center for Patient Safety at UTMB



<https://www.youtube.com/watch?v=SUIWc5BHbuo>





**“Since my husband and I are both in our middle 80's, probably one of us will be in the hospital sometime.**

**I carefully went through the checklists...these records would be very helpful!!**

**It will bring comfort and peace.”**

**- Joanne Cerling**

*You're Ready!*  
*Take the Bossypants Challenge*





# Please Choose!

## What Will You Do Next?



1. Provide **planning checklists** for patients and families who have **scheduled admissions**



2. Conduct **shift change huddles and bedside reporting**



3. Have a **dedicated person** or functional area for attending to **patient and family engagement**

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To all the world,  
you are  
*just one  
person.*

**But to one person,  
you could  
*mean  
the world.***



**Thank you for  
your time today.**

**It meant the  
world to me.**

Karen Curtiss [Karen@Partnerhealth.com](mailto:Karen@Partnerhealth.com) PH: 847.208.607



**PartnerHealth** Safe & Sound Tools for Family Engagement